

EVERYTHING
EVERYTHING
EVERYTHING
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EVERYTHING
EVERYTHING

EVERYTHING

YOU EVER WANTED TO KNOW ABOUT

LOGISTICS

CAREERS



2023

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“**THE BEST WAY TO PREDICT THE FUTURE IS TO CREATE IT**”

Abraham Lincoln
16th President of the United States



**GENERATION
LOGISTICS™**

Logistics underpins today's world - it is a fast paced, well-paid profession in which people from all backgrounds can flourish. And yet, when Generation Logistics undertook benchmarking research before starting our movement in 2022, over half of respondents were unable to say what a career in logistics might entail.

The well-documented skills shortage in logistics represents an exciting opportunity for people to step into the sector and step up at pace. **This guide is here to provide key influencers of the next generation of logistics talent with the information you need to act as our ambassadors, helping us to promote a profession that truly makes a difference.** The logistics sector is huge – the fifth largest in the UK – and we can't cover the breadth and depth of the profession in one booklet. What we hope to do is pique your interest – and we hope you, and those that you influence, will visit generationlogistics.org to find out more.

As a career logistician, I have had opportunities that I believe no other profession could provide. Supporting the construction supply chain for the 2012 Olympics, involvement in the creation of a solar power vehicles business and delivering the digitalisation agenda, my career spans the depth and breadth of the fascinating world of logistics. It is now my pleasure to lead Generation Logistics, inspiring the next generation to consider logistics as a profession of choice, I am beyond excited about the future that the next generation will create for our sector, for the United Kingdom, and for the world.

Because of the range of logistics careers, there is no 'one size fits all' when it comes to the skills needed to be a successful logistician. However, adaptability, inquisitiveness, composure, and honesty are useful qualities in an ever-changing landscape that often requires complex relationships. If you are already thinking of people that might suit, please highlight these opportunities – it is likely that a career in logistics is not one that they might have considered, but might just be the one that they are looking for.



Phil Roe
EXECUTIVE SPONSOR
GENERATION LOGISTICS



CONTENTS

8. About Generation Logistics

11. Modern Logistics

14. Entry Routes

17. Job Families

18. Warehousing

22. Transportation

26. Customer Care

30. Solutions Design

34. Engineering

38. Digital Technology

42. Customs and International
Trade Compliance

46. Operations Excellence

50. Infrastructure

54. Finance

58. Sales & Marketing

62. Human Resources

THIS IS GENERATION LOGISTICS

Logistics is at the heart of modern life. It's well-stocked supermarket shelves, the provision of vital medical supplies, complex global trade networks and everything in between. It's the industry that keeps the United Kingdom trading and the world turning.

But it's even more than that. It's a sector at the vanguard of innovation and technology. Yes it's trucks, planes, trains and ships, but it's also artificial intelligence, advanced robotics, autonomous vehicles and the decarbonisation of the supply chain.

In other words, logistics is a vision of tomorrow's world. But that vision depends on securing the ingenuity, skill and ambition of *today's* people.

Generation Logistics is an initiative to find those people: a campaign to attract, identify and develop a new and diverse generation of talent. It is a siren call for the individual skill, capability and creativity our sector needs, to collectively meet the challenges of the future.

The intention of this booklet is to demonstrate the scope and diversity of the sector. We want to give key influencers the tools to myth-bust, challenge assumptions and shift outdated perceptions of an industry rich with opportunity, potential and real world significance.

FIND YOUR **PATHWAY.** FIND YOUR **PASSION.** FIND YOUR **LOGISTICS.**

We want the next generation to understand what we mean when we say that. It's not just about having a 'good career' but a career that inspires them, that uses their natural talent, skills and interests, and that satisfies their professional ambitions.

Over the next few pages, we're going to break down some key areas of modern logistics and share the challenges and opportunities they pose for the next generation.

MODERN LOGISTICS: **ENVIRONMENT & SUSTAINABILITY**

Climate change is happening now and we're seeing the effects all over the world. It's the single biggest challenge that the world faces and logistics plays a major part in the response.

Our industry's objective is to move businesses, supply chains, and processes away from diesel vehicles over the next two decades.

As such, there is a huge focus on vehicle designers and engineers to find creative and ingenious alternatives to fossil fuel power, as well as a new generation of developers, planners, construction workers and strategists that are needed to make it feasible in terms of cost, time and network infrastructure.

As a sector, we have a goal to reach Net Zero by 2040.

To make it happen - to keep the world moving while reducing environmental impacts and remaining affordable to customers - we need the innovation, creativity and ambition of the next generation to build on work already being done.



Find out more about logistics' urgent environmental mission at generationlogistics.org



MODERN LOGISTICS: TECHNOLOGY AND INNOVATION

IN THE WAREHOUSE

When people picture a warehouse, they likely have an image of labour-intensive, unskilled work. Hauling, stacking, shifting and so on.

That's not the case.

A modern warehouse is a hub of technology - a combination of cutting edge robotics and highly skilled people getting the job done faster, better and smarter. Roles that were once labour-intensive are now supported by technology or mechanised, leaving people free to focus on smooth management, coordination and customer service.

Indeed, warehouses require expert teams to ensure customers get what they need when they need it; be it perishable food to supermarkets and restaurants, delicate medicines to hospitals and everything in between. They are custodians of service, invested in the experience of the end customer. Likewise, while automated production lines have revolutionised processes, they still need skilled people to oversee them and ensure everything works as it should.



MODERN LOGISTICS: TECHNOLOGY AND INNOVATION

ON THE ROAD

Just as warehousing has transformed over the last two decades, so has road haulage, to the point where a Heavy Goods Vehicle (HGV) cab is packed full of navigational and supply chain technology.

Driving is a skilled job, with plenty of on-the-job in-house training available supported by a raft of employee protection, legislation and regulation. Indeed, modern supply chains mean deliveries are often scheduled to arrive at their destination down to the minute and drivers are at the forefront of client and customer satisfaction.

That precision means today's HGV drivers need a defined skill set: able to understand, in detail, their vehicle, their routes and their responsibilities, and be willing to embrace high-tech, high value equipment.



Discover more about how the logistics sector has embraced cutting edge technology along the supply chain at generationlogistics.org



ENTRY ROUTES: THE LOGISTICS OF GETTING INTO LOGISTICS

As with any career, the hardest step can be the first one.

Before we get into all the different types of roles within logistics, we wanted to highlight the ways that young people and career changers can join our sector.

Apprenticeships

Apprenticeships are open to all ages and combine practical training in a job with study. Alongside on-the-job training, apprentices spend at least 20% of their working hours completing classroom-based learning with a college or training provider that leads to a nationally recognised qualification.

Common logistics apprenticeships include Supply Chain Operator (Level 2), Port Operative (Level 2), Transport and Warehouse Operations Supervisor (Level 3) and International Freight Forwarding Specialist (Level 3).

Apprenticeships take one to five years to complete, depending on the course level.

Higher and Degree Apprenticeships

Higher Apprenticeships are available at Levels 4 to 7 and are the equivalent to a foundation degree or above. Degree Apprenticeships are available at Levels 6 and 7 and are equivalent to a full Bachelor's or Master's degree.

Higher Apprenticeships take two to five years to complete, depending on the course level, and Degree Apprenticeships take three to six years to complete, depending on the course level. As with apprenticeships, Higher and Degree Apprentices spend at least 20% of their working hours completing university-based learning, either per week or in blocks.

Higher Apprenticeships in logistics include Aviation Operations Manager (Level 4), and Degree Apprenticeships include Express Delivery Manager (Level 6) and Supply Chain Leadership Professional (Level 6).

University Degrees

Degrees in supply chain, engineering, project management, business and more are welcomed in the logistics sector. Choosing a degree with a placement year is encouraged, as applied, sector-relevant experience in logistics allows graduates to step in and step up at pace.

Undergraduate degrees such as BSc (Hons) Business and Supply Chain Management and BSc (Hons) Business with Logistics and Supply Chain Management are available through a multitude of universities. NOVUS, which provides students with guaranteed placements and graduate roles, is a great place to start searching.

www.novus.uk.com

Direct Entry

The skills shortage in the logistics sector means we need passionate people to join our workforce *yesterday!*

The Find Your Future tool on the Generation Logistics website supports searchers in finding the right job family for them and details some of the many vacancies our sponsors are recruiting for right now.

www.generationlogistics.org/find-your-future/

JOB FAMILIES: THE DIVERSITY OF ROLE AND OPPORTUNITY

We've emphasised how many different roles and skills are required within the logistics sector.

Now we want to demonstrate how true that is, and bust a few of those persistent myths along the way.

WAREHOUSING	TRANSPORTATION	CUSTOMER CARE
SOLUTIONS DESIGN	ENGINEERING	DIGITAL TECHNOLOGY
CUSTOMS AND INTERNATIONAL TRADE	OPERATIONS EXCELLENCE	INFRASTRUCTURE
FINANCE	SALES AND MARKETING	HUMAN RESOURCES



WAREHOUSING
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WAREHOUSING



CASE STUDY

Tyrone Moulton

Warehouse Manager
DHL

Tyrone saw logistics as a sector that could offer him not just a job, but a career - with prospects and opportunities for the future.

As a Warehouse Manager at DHL, his ambitions have been stoked and he's been able to target further professional progression.

"Since I've been at DHL I've been on a steady incline in terms of roles, working my way through various development checkpoints."

In line with his professional development, Tyrone is already targeting future roles to work towards. "I want to progress and develop further into roles like Senior Operations Manager, or Site Leader, or similar, and increase my influence and impact at the company."

Tyrone's current role isn't just a stepping stone though, he's passionate about what he does and the people he works with.

"When I come to work I care about my job, and I care about what I do, and I love that the people around me also care about what they are here to achieve and the successes we may have.

We win together and we lose together."



CASE STUDY

Simona Demcakova

Department Manager
ASDA

Originally from Slovakia, Simona began in the Birchwood store but was keen to experience the distribution site and so transferred to Warrington. She was quickly promoted to a Department Manager role.

"I'm only 22, but nobody has ever told me I'm too young to do anything here, which I really enjoy. I also enjoy the opportunity to mentor other apprentices and give them the confidence to know that here, everything is possible, no matter who you are or where you come from."

Despite her rapid progress, Simona hopes it's just the beginning.

"I want to go higher and climb the ladder. I've now got experience in both retail and distribution, so what's really attractive to me is the prospect of working at head office, ASDA House."

With that in mind, Simona's next step is likely a data analyst apprenticeship at ASDA House.

WAREHOUSING

What is Warehousing?

In the most basic terms, warehousing is the storage and inventory of goods before they are shipped – but that doesn't really do justice to the diversity of vital roles required to deliver the organisation, accuracy, scale or technology of the operation.

THE MYTH:

Warehouse jobs don't pay well.

THE FACT:

Warehouse jobs have strong starting salaries, even though higher education isn't an entry requirement. They also offer lots of progression potential such as 'Warehouse to Wheels' programmes and training, in health and safety, for example. Opportunities like this naturally lead to positions with even higher salaries.

Warehouse roles:

Warehouse Operative: From £19,000

Nothing gets done without Warehouse Operatives! Roles involve working in a team, often on a shift pattern, and are at the heart of delivering to customers. Computer proficiency, accuracy and self-motivation are necessary for the role.

Supply Planner: From £20,000

Supply Planners need an analytical approach to managing goods, making sure that demands can be met without excess. Collaborating with other departments is essential when using integrated software systems.



TRANSPORTATION
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TRANSPORTATION

TRANSPORTATION



CASE STUDY

Darren Kasapi

Transport Shift Manager
Wincanton

Darren first enrolled because he was looking for opportunities to progress. The apprenticeship programme allowed him to learn the skills needed to achieve that.

“Having the opportunity to learn the basics, from the ground up, was really valuable to me. My complete lack of experience was irrelevant; I was taught everything that I needed to know straight from the start.”

He quickly realised that he got real satisfaction from the skills that he learned, especially knowing that the level of driving he was doing would be beyond a regular driver, and the progression he sought followed quickly.

“My apprenticeship has given me the stepping stone to enter the role that I’m in now, as a Transport Shift Manager.”

Darren’s advice for people considering a similar path is to not be daunted by the size of the trucks:

“Just take the jump and it will definitely be worth it. The confidence developed through my apprenticeship has helped me now - and having that HGV licence is something I can take with me throughout life.”



CASE STUDY

Robert Cunningham

Group Operations Manager
Kinaxia

Many who join the logistics industry arrive with no prior experience of the sector, but for some, it’s a family business.

“My father was an HGV driver for over 50 years, I was brought up in and around road transport, travelling all over Europe with him during my school holidays. It ignited a passion for the industry.” The road was where Robert started his career too, as a driver.

You might not find Robert on the road so much these days, but his current role as Group Operations Manager at Kinaxia has offered just as much experience and variety.

“I look after the operational requirements of our General Haulage and Network divisions, supporting the Managing Director with the development and growth of the business.”

Learning on the job was clearly something Robert picked up from his dad, too. “After GCSEs, I went straight into an apprenticeship studying business - this allowed me to go straight into a working environment whilst furthering my education.”

And those skills have been bolstered ever since. “I currently have my Transport Manager CPC, which means I can manage HGVs. I do still have my HGV licence, but I use my ‘driver’ knowledge as a useful asset in planning now I’m office based.”

TRANSPORTATION

What is Transportation?

In short, it’s getting something from A to B. But even though that may sound simple enough, doing it on the scale that the logistics sector operates requires a wide range of skills and roles.

THE MYTH:

You are away from home all the time as a driver.

THE FACT:

Whilst tramping – long distance lorry driving – is still part of the logistics sector, other types of driving can represent a really flexible career option for those wanting to stay local. For example, delivery driving, or driving between distribution centres and stores, are two examples of shorter journeys, and shift patterns mean the role can fit into a wide variety of lifestyles.

Transportation roles:

HGV Driver: From £33,000

Reliability, organisational skills and, of course, a love of driving make for a great HGV driver! Drivers have a lot of time with only themselves, the road and their podcast or tunes of choice, making it a perfect option for those that prefer lone working.

Transport Manager: Average of £43,000

Transport Managers make sure that goods reach their destination safely, on time and in a cost-effective way. Excellent communication, solid planning skills and the ability to react to challenging situations are musts for a Transport Manager.

CUSTOMER CARE
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CUSTOMER CARE



CASE STUDY

Sasha Kinsey

Customer Service Lead Controller
Stobart

Sasha started with Eddie Stobart when she was 17 years old.

“I didn’t really know what I wanted to do. I was attending college two days a week but wanted to earn some money and gain some formal qualifications. I had no relevant experience and didn’t know much about transport!”

She began as an apprentice in customer service, helping people solve problems on the Driverline team. But within nine months she’d progressed to order processing and customer enquiries within the same department.

“I’m now a Lead Controller in customer services, something I couldn’t foresee when I started my journey three years ago.”

Furthermore, Sasha is actively helping develop the next generation of talent, training and mentoring new interns through their placements.

“I’m hopeful my skills and experience will continue to grow, and I see myself as a team leader and manager of the future.”



CASE STUDY

Gemma Treadwell

UK and Ireland Cluster Manager
Maersk

Gemma has been working in logistics for over 16 years, having started with Maersk after completing her A-Levels. As she progressed, her role and expertise rapidly developed.

“I’ve had a number of roles in customer service, sales and business change. I’ve been lucky to live and work abroad with a range of stakeholders and functions.”

For a period, Gemma’s work took her to India, but wherever she’s been located, and whatever role she’s done, she’s found her core skills of teamwork, leadership and collaboration have been crucial.

“There are so many different channels, elements and roles that provide so many exciting opportunities. I am still learning so much. Paired with the opportunity to be part of such an integral industry to world trade, I find it incredibly interesting.”

Alongside her current role, Gemma is also part of the Area Senior Leadership Team, making her a superb example of the personal development and progression that is such a key part of the sector’s workplace culture.

CUSTOMER CARE

What is Customer Care?

Communication is the name of the game here, whether that’s speedily solving problems with the potential to disrupt global supply chains or scoping out logistics possibilities before customers have even imagined them.

THE MYTH:

Artificial Intelligence (AI) will replace Customer Care roles.

THE FACT:

Whilst AI has and will continue to change the face of Customer Care, the skills used in human interactions, like detecting emotions, understanding subtext and knowing when to change the script are very hard to automate. As such, Customer Care roles remain pivotal to successful supply chains!

Customer Care roles:

Customer Executive: From £23,000

Customer Executives play a key role in delivering commitments to make sure the right items are in the right place at the right time, and at the right price. A self-motivated and sales-oriented mindset is important, as are communication skills to develop and maintain relationships.

Inventory Controller: From £19,000

Keeping a warehouse running efficiently requires lots of careful supervision and planning. Accuracy makes a successful Inventory Controller, monitoring stock levels, organising stock and keeping records. Reviewing requests and placing orders makes customer service a central tenet of the role too!

SOLUTIONS DESIGN



CASE STUDY

Arnold Brighton

Apprentice Data Analyst
DFDS

An apprenticeship with DFDS seemed like the ideal first step towards a dream job, and after some research, Arnold became very excited to apply. Arnold had set his sights on a data-related role, but after dropping out of university and moving home to a small town, he thought his options were limited.

"I hadn't considered a career in logistics before I saw the apprenticeship posting, although once I had done some research into the industry, I realised the immense possibilities."

Arnold's role involves capturing data from available sources to verify, analyse and report his findings. His work makes everyday processes more efficient, and brings him a lot of satisfaction.

"There was a complex process a department was doing every week that took one person over a day to complete. I created a tool for them, and this process now takes under two minutes."

Having already completed many informal courses on the job, all funded by DFDS, Arnold is keen to expand his learning. He's energised and excited by the prospects that working in logistics offers.

"Logistics is a key sector worldwide and will always exist; it is becoming highly innovative with new technology and seems to be getting more recognition for its importance. It is a very safe and beneficial choice for a long-term career; once you are established, the possibilities of both horizontal and vertical career growth are endless."



CASE STUDY

Amy Hinsliff-Smith

Innovation Degree Apprentice
CEVA

Amy calls herself a big problem solver. So when she found a role that combined innovation, problem solving and designing solutions, it ticked all of her boxes. With so much opportunity to learn and diversify across different roles and opportunities, Amy quickly developed a passion for the logistics sector.

"My role is to go to the operation, understand what the main key issues are, meet with the site managers, and then see what we can do to improve those issues using innovation. Seeing something that you've envisioned come to life is amazing."

After completing her A-Levels, Amy wasn't sure of her next move. After working abroad, she still wasn't set on the idea of university. She was keen to start work, but felt like she'd miss out the degree aspect, so a degree apprenticeship seemed like the right choice.

Over the past few years, Amy's been visiting sixth forms and colleges across the UK, making sure that school leavers know that the logistics sector is more than they think, and that exciting roles are waiting for them.

"Logistics is completely different every day and that's why I really like it; there are so many opportunities within logistics. You've got to be there and driven and empowered to go and take the opportunity and then more doors open for you."

SOLUTIONS DESIGN

What is Solutions Design?

Designing solutions to logistics problems or challenges is, quite literally, the name of the game. Solutions Designers are experts at understanding what customers need and working out ways to provide it through design methodology. There might be multiple routes to the same (theoretical) destination and Solutions Designers are able to weigh up the options and decide on the most fruitful path forward.

THE MYTH:

Solutions Design is all about maths.

THE FACT:

Solutions Design, first and foremost, is about seeing the bigger picture. In identifying a company's needs or weaknesses, and implementing technology to effect change, many different skills are needed. Maths – specifically data skills – are likely to be important, but are not the be all and end all!

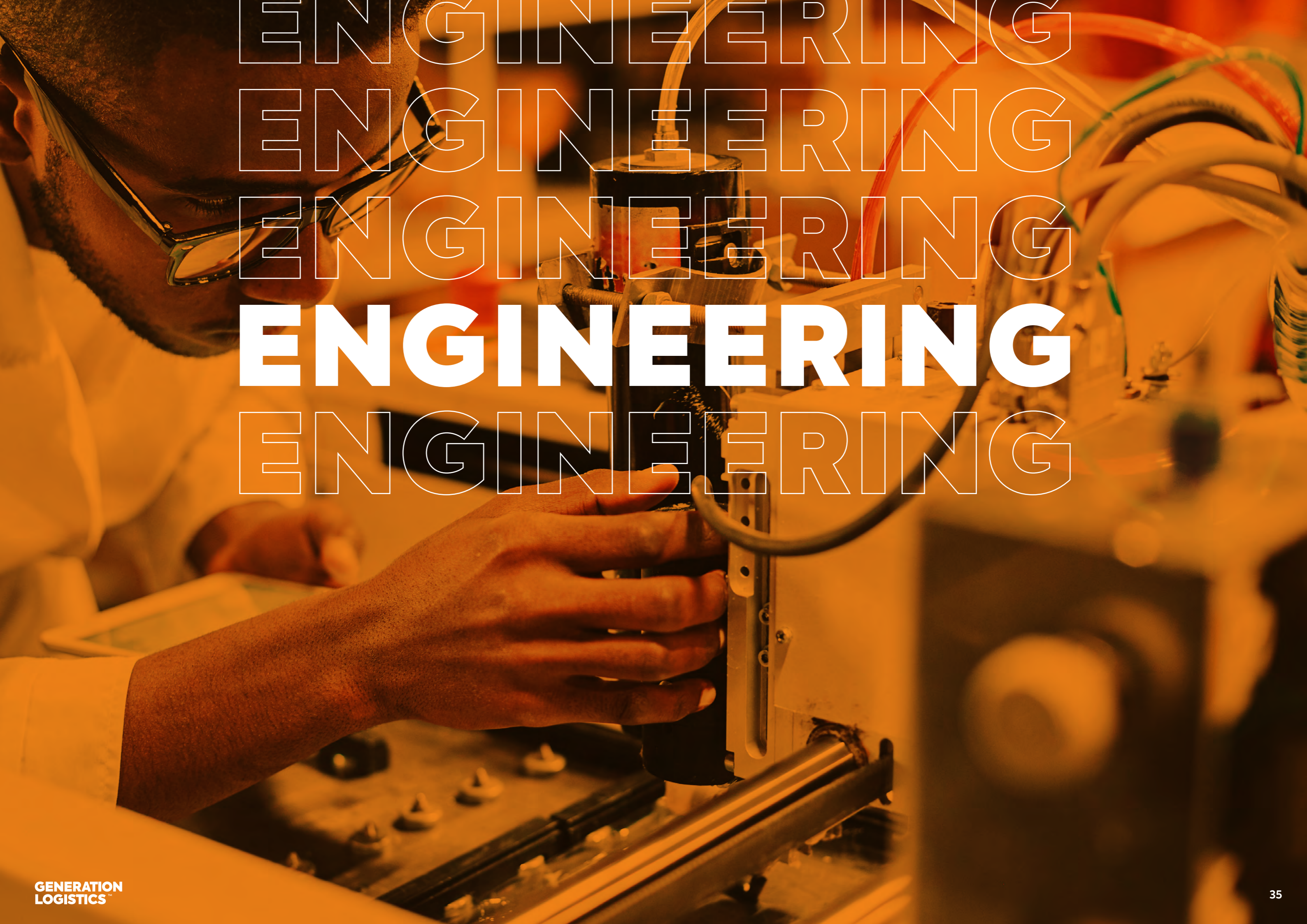
Solutions Design roles:

Supply Chain Designers: From £25,000

Supply chains are complex things – everything needs to click into place to get goods and services from A to B. Those complex chains are the work of expert Supply Chain Designers, whose job it is to make sure each element fits together, anticipating problems and providing solutions before they happen.

Data Analyst: From £25,000

As companies collect larger and larger amounts of data, Data Analysts are key to finding patterns and solving problems. A passion for extracting, analysing and interpreting data is important, as is the ability to present findings in an accessible way across the business and beyond.



ENGINEERING
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JOB FAMILIES:

ENGINEERING



CASE STUDY

Samuel Morris-Nicholls

Apprentice Mechanic
Kinaxia

Samuel got his first car when he was 15 and the process of fixing it up with his dad during the lockdown led him to consider a career as a mechanic.

"I really got into it, and when I left school, that was what I decided to do."

He came in to do an interview with Kinaxia, was offered the position, and the rest is history.

"On my first day, the Managing Director gave me a full tour, walked me around the workshop and warehouses and talked me through everything. I love the people I work with and the whole working environment."



CASE STUDY

Danny Rao

Refrigeration, Air and
Heat Pump Apprentice
Marshall

Danny left school at 16 and dove straight into work, with the aim of forging a clear and fulfilling career path.

After two years of an Aerospace apprenticeship where he gained a basic understanding of engineering practices, he decided it was time for a change.

Now as a second year apprentice at Marshall, Danny says, "Coming into the logistics and refrigeration sector has been a breath of fresh air for me. I've always been able to take in more information and learn at a faster pace when I'm hands-on, and spending less time in the classroom."

Danny has found that the industry and its fresh, practical way of working encourages colleagues to come out of their shells and communicate clearly with ease.

He's keen to highlight the skills he's gaining while he learns skills that he might not have recognised the value of before he made the switch.

"Being at Marshall and working alongside colleagues in the profession has enabled me to really develop my soft skills and communication, which is tremendously important when looking to develop a career. Without making the move to logistics, I don't think I would have had the opportunity to spot that".

JOB FAMILIES:

ENGINEERING

What is Engineering?

It's the bit that ensures the infrastructure and equipment needed in the supply chain is fully operational and working as well as it can. As such, it's both repair and maintenance, as well as innovation and creativity, to make sure everything is fit for purpose in the modern world.

THE MYTH:

Mechanics are uneducated.

THE FACT:

Whilst higher education is not a requirement to become a mechanic, that does not mean it is a low-skilled job. As most modern vehicles are computer-controlled, being a mechanic requires an understanding of specialist technology and a commitment to ongoing training.

Engineering roles:

Maintenance Engineer: From £20,000

Maintenance Engineers are responsible for the continuous running of equipment and machinery in industrial settings. Using computerised systems, routine maintenance, repairs and monitoring are all part of the job.

Workshop Technician: From £20,000

Keeping the UK moving requires Workshop Technicians to ensure fleets of vehicles are in good working order. Troubleshooting and repairs are a key part of the role, so hands-on problem solving skills are a requirement.

DIGITAL TECHNOLOGY
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DIGITAL TECHNOLOGY



CASE STUDY

Sunnah Habib

Graduate Scheme
Wincanton

Sunnah came into logistics without really knowing what to expect, but she hoped that the experience would be useful and she could build her confidence and capabilities along the way.

“My first impression of Wincanton was that everyone is treated equally. It’s easy to feel intimidated when senior leaders are in the room, but it’s as easy to speak to the CEO as it is to your line manager.”

The graduate scheme has seen Sunnah travel across the country, fulfilling her placement and getting a comprehensive introduction to the sector:

“I worked on an automated guided vehicle (AGV) project in Doncaster - which was a great experience for someone who hadn’t worked with robots before. My first placement was in Bristol as a Transport Manager for Howdens, then I went to Derby as a Transport Planner for Morrisons, and now I’m in the customer fulfilment centre for Waitrose in Greenford.”

Sunnah is revelling in the variety of the scheme and sees it as a potential positive for lots of other young people like her.

“My advice would be to not limit yourself when it comes to choosing placements, there will be many options to decide from but it’s good to go for roles that you would probably never go for!”



CASE STUDY

Evie Vincent

Business Graduate
Tesco

Evie joined Tesco as part of the Business Graduate Scheme and was put to work on the Fleet Engineering Team, tasked with helping to turn their home delivery vans electric.

At first, she felt enthusiastic but a little intimidated; “I was really nervous that I wouldn’t know anything. Logistics was something I hadn’t really thought about before. I joined and there were lots of acronyms and everything’s quite technical, and that was really intimidating. But honestly, I picked it up very easily and it’s now sort of second nature.”

The varied nature of the work wasn’t what she expected, but Evie has found that she thrives when every day brings a new challenge. One day she’s at head office, checking data and analysing average daily mileages, and the next she’s on-site installing chargers and helping to train drivers.

“I’m constantly going out on-site, I’m meeting people from stores, distribution centres and talking to suppliers. I love how people-based it is, which I never thought it would be. I thought it would be quite desk-based.”

There has also been the opportunity to develop her skills through her work with electric vehicles, “Our first E Truck had a lot of credit and news around it, so to be able to say I’ve been a part of that is an honour.”

When it comes to considering a career in logistics, Evie is unequivocal: “I would say 100% give it a go.”

DIGITAL TECHNOLOGY

What is Digital Technology?

Logistics might be about moving things around in the real world, but all that physical activity – the lorries, planes, ships and trains – is underpinned by a digital world of tech and services, from automated robotics in the warehouse to the apps that customers use to track their delivery.

THE MYTH:

Only big companies have Digital Technology roles.

THE FACT:

Digital Technology – and transformation – is all about helping companies grow, so digital roles are increasingly seen in smaller companies. You don’t have to be a small fish in a big pond to work in digital, and as the logistics sector becomes even more reliant on tech, more roles will appear in companies large and small!

Digital Technology roles:

Service Manager: From £24,000

Service Managers make sure that the digital technology services that logistics depends on are performing to their utmost. Testing new services, implementing chosen options and monitoring both performance and teams are critical to getting the best out of services for the benefit of the business.

Designers: From £19,000

Designers use design skills in the digital space across a huge range of executions, from internal software and online tools, through to customer-facing apps and websites. Anywhere a customer or colleague interacts with digital tech, a designer’s work can be found.

CUSTOMS AND INTERNATIONAL
TRADE COMPLIANCE

**CUSTOMS AND INTERNATIONAL
TRADE COMPLIANCE**

CUSTOMS AND INTERNATIONAL
TRADE COMPLIANCE



JOB FAMILIES:

CUSTOMS AND INTERNATIONAL TRADE COMPLIANCE



CASE STUDY

Betsy Porter

Customs Processing Administrator
Maersk

Some people enjoy routine – the same tasks and challenges, learnt and overcome. But for Betsy Porter, a rewarding career is one in which variety pops up on a daily basis.

“I chose the position because I knew each day would be different. I felt my role would challenge me, and even before I joined, I was looking forward to developing my knowledge.”

Her responsibilities as a Customs Processing Administrator at Maersk are diverse and fulfilling. “My role consists of handling a range of customs entries for a range of customers and items – systems such as Destin8, CNS and CDS.”

Why fulfilling? “I learn something new every day”, says Betsy. “There’s always room for development and practice, improving my customer service skills all the time.” Betsy’s enthusiastic approach has led to responsibility too, trusted by leaders in her department and team.

“My career highlight? Being asked to be my department’s CDS champion. We needed one key person to learn the new CDS system before completing training with our wider team.”

That person was Betsy, and her abilities and commitment helped ensure a smooth transition within the department. And we expect a smooth transition along her chosen career path too.



CASE STUDY

Jessica Knights

Senior Customs Process Administrator
Maersk

Looking back on our career expectations, it can feel like our early understanding of careers bears no relevance to the opportunities we end up pursuing – so no career is worth discounting! That’s something Jessica, a Senior Customs Process Administrator proves in droves.

“When I was at school... if I’m being honest, I didn’t think of logistics as a career path! Yet, since applying after finishing my degree, I have been promoted to a senior role.”

“I might be actioning emails, talking to customers, completing entries or problem solving – finding more efficient ways of doing a process to save time and resources.”

She manages a big account and a team to help service it. That brings the opportunity to train others, delegate jobs and manage their development. And although Jessica took to her role from the off, she’s also built on her qualifications with training.

“Since joining, I’ve had the opportunity to gain my Level 2 Customs Academy qualification, and to go on to study for Level 4.”

But the best thing about her role? “I love who I work with. Even though Maersk is a large corporation, I always feel valued. It’s a warm, family-friendly feeling amongst my team.”

JOB FAMILIES:

CUSTOMS AND INTERNATIONAL TRADE COMPLIANCE

What is Customs and International Trade Compliance?

Customs and International Trade Compliance roles are vital to each and every movement of goods between countries. With around 2.4 million tonnes of goods exported from the UK by road freight, facilitating the smooth clearance of goods through customs is essential – get this wrong and goods won’t move!

THE MYTH:

International trade means lots of travel.

THE FACT:

Roles in Customs and International Trade Compliance are usually office-based, concentrated around transport hubs like ports, airports and rail terminals. However, as many companies in this arena have international operations, for people that do want to explore the world, overseas work opportunities are often available.

Customs and International Trade Compliance roles:

Export Customs Coordinator: From £20,000

Accurate data entry is key to ensuring that exported and imported goods are logged with HMRC (His Majesty’s Revenue and Customs, a Government department). As clients across the world are ready and waiting for those goods, communication, accuracy and time-management are important to customer satisfaction.

Freight Forwarder: From £18,000

Freight Forwarders use systems to determine the best mode of transport for goods, based on the type of goods and delivery requirements. Planning skills, negotiation ability and a willingness to keep up to date with legislation are all key to being a successful Freight Forwarder.

OPERATIONS EXCELLENCE
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OPERATIONS EXCELLENCE



CASE STUDY

Evelina Slavova

Business Improvements Apprentice
Amazon

For Evelina, the decision to apply to Amazon's apprenticeship scheme was life changing.

Having previously worked as a freelance Nail Technician, and as an Operations Manager at a cleaning company, the opportunity to earn while she learned and obtain new qualifications and skills was all she needed to make the career switch.

Evelina joined the retail company as a Packer, in a bid to gain new experiences and opportunities she couldn't access before. One of her managers spotted her talent and encouraged her to apply for the Business Improvement Techniques (BIT) programme.

"I was looking to improve my English and also grow my confidence. I decided that an apprenticeship would help me to improve my knowledge and grow within Amazon. I believe that taking the decision to apply for the BIT programme changed my life; it's helped me to grow both professionally and personally."

After the successful completion of the Amazon Level 2 Business Improvements Apprenticeship, Evelina went on to complete the Level 3 Team Leader Apprenticeship with a distinction, allowing her to secure a permanent Area Management role, with another promotion a year later.

"At Amazon, you are always being encouraged to grow and succeed, and the apprenticeship has greatly improved my confidence. To anyone thinking about signing up, I say just apply!"



CASE STUDY

Lottie Leigh-Browne

Environmental Manager
GXO

After completing a degree in Environmental Geography, followed by a Masters in Climate Change Science and Policy, Lottie tried roles in Consultancy and App Development before landing a job which focused on driving corporate sustainability.

Responsible for developing and driving GXO's sustainability strategy across the UK and Ireland, working in logistics has proved to be much more complex than Lottie imagined:

"I hadn't set foot in a warehouse. The complexities of the logistics sector fascinate me. To be at the forefront of the conversations around alternative fuels, renewable energy and sustainable initiatives is very exciting."

While on the job, Lottie has received her Associate membership for IEMA Environmental Management, and is working towards achieving her Practitioners' Membership, both fully supported and sponsored by management. She has also completed her IOSH Managing Safely Course.

"Having exposure to senior leadership teams to make a difference feels great. I love communicating all the exciting work we're doing to customers and hearing first-hand where they are in their journey to becoming net zero."

When asked what she'd say to someone considering a career in logistics, Lottie emphasises the opportunity to grow: "Embrace the challenges and engage with as many projects and people as possible."

OPERATIONS EXCELLENCE

What is Operations Excellence?

Perhaps one of the most diverse areas of logistics, Operations Excellence is a multi-disciplinary grouping of roles united by a common objective to support and improve upon day-to-day operations. Sustainability, Health and Safety, Quality and Compliance and more – specialists in each of these areas are required to make recommendations that support business improvement.

THE MYTH:

Health and Safety is boring and stops people having fun.

THE FACT:

Health and Safety are not the fun police, but an essential business function, like Finance, HR or Marketing. All business processes have their moments but ultimately, being part of Health and Safety implementation is being part of potentially saving lives.

Operations Excellence roles:

Health, Safety and Environment (HSE) Coordinator: From £22,000

Being compliant with Health and Safety legislation is a big step towards operational efficiency. An HSE Coordinator investigates and analyses the workplace for potential issues, reviews and updates policy to ensure compliance and reports risks to management. An eye for detail is key, alongside a systematic approach to ensure standardised practice.

Environmental Manager: From £18,000

Environmental Managers ensure that companies are working in accordance with environmental guidelines and targets, supporting compliance and process improvement. Audit and analysis are key functions, but strong communication skills to raise awareness and promote initiatives mean Environment Managers need a broad skill set.



INFRASTRUCTURE
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CASE STUDY

Rob Poole

Development Management Associate
Prologis

During a placement year as part of his university course, Rob had the opportunity to work with Prologis and get a taste for all he could look forward to from a career in logistics.

After returning for the fourth and final year of his degree at Nottingham Trent University, he knew Prologis was where he wanted to continue his growth.

As an Associate in the Development Management team, it's Rob's role to work alongside consultants and contractors to develop large scale warehouse facilities. From just a piece of land, through the concept design stage, on to the planning process and the actual construction of the site - Rob's there.

"I learnt about being able to work in teams and collaborate with people. That's definitely helped me in my role, because of the breadth of people I have to work with, whether it's consultants or contractors, all working together to complete a common goal."

Rob always wanted to travel, and in his current role, he has the ability to manage his own diary and split the week up. Getting out on-site was one of the big attractions to the job. No week's the same, and he likes it that way.

"If I was speaking to someone considering a career in logistics, I'd definitely say go for it. With e-commerce booming at the moment, it's an industry that's definitely growing and it's not going anywhere."



CASE STUDY

Kieran Vaghela

Research and Insights Manager
St Modwen

Whilst studying at university, Kieran worked in a warehouse to supplement his income. It was that experience that brought him back to the world of logistics after graduating and initially heading into the world of recruitment.

For Kieran, the old saying proved to be true: you don't know what you've got until it's gone.

"What attracted me back was the fact that throughout the pandemic, logistics proved itself to be one of the only growing sectors in the country as people changed the way they shop, and the value they placed on convenience. Now, logistics continues to make its case as the most stable commercial sector going forward."

Since making his return, Kieran has moved from the warehouse floor to become an integral part of the St Modwen team, using his past experiences to help shape what the warehouses of the future look like for employees and businesses alike.

Kieran takes pride in the work he does, "I'm helping to create the best working environments for employees and the most efficient solutions for businesses to help keep the country moving. I've been exposed to so many different parts of a growing and exciting industry, and have learnt the key role a logistics unit can play in a company's environmental sustainability."

INFRASTRUCTURE

What is Infrastructure?

Whether goods arrive by plane, train, lorry, or ship, they can't move without the infrastructure they depend on: airports, railways, roads and ports. Once they arrive, they need to be stored – and warehouses don't grow overnight. From the largest international projects connecting continents, to local developments to make final mile transport easier and more sustainable, infrastructure is vital at any scale and scope.

THE MYTH:

Project Managers have to be sector experts.

THE FACT:

Seeing the bigger picture is one of the best qualities a Project Manager can exhibit. By gauging all of the moving parts – people, plans, priorities – Project Managers can use the expertise in the project team to best effect, without needing to be an expert themselves. However, a willingness to learn, particularly in the complex world of logistics, will support career growth as expertise grows!

Infrastructure roles:

Project Manager: From £24,000

Infrastructure implementation and changes can often take a long time and a significant amount of money. As such, Project Managers must be able to define requirements, manage schedules and communicate with the wide range of people and organisations that will be involved.

Planning and Development Surveyor: From £25,000

Planning and Development Surveyors assess, design and manage development projects, such as building a new industrial estate. Research and analysis are key parts of the role, as is the ability to share findings with multiple stakeholders.

FINANCE
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JOB FAMILIES:

FINANCE



CASE STUDY

Kulraj Singh Banwait

Finance Graduate Associate
GXO

Those searching for a career in business often overlook the logistics sector, but not Kulraj.

He chose GXO for his placement as part of a BA in Business Management, Accounting and Finance – in part because of the real-life experience the placement offered alongside completion of his professional accounting qualification.

Kulraj lists a range of key skills and characteristics useful for someone in his current role. “Flexibility, of course, as well as the ability to work as a team player, and to meet deadlines. Adding value by engaging with key stakeholders is vital, too.”

It’s all about “gaining business insight, not just in Finance but wider business operations”. That insight comes alongside studying for a CIMA qualification, and no one day is the same. “It’s such a rewarding profession. I was always a good problem solver, but also a big fan of technology and innovation, so GXO was such a good fit.”

To anyone else considering a similar opportunity in logistics, Kulraj has this to say: “It’s something different, with such a scope for career progression. There are so many diverse career paths you can take!”



CASE STUDY

Kailan Patel

Finance Apprentice
St Modwen

Whilst some come to logistics with skills and qualifications gained through previous study and work experience in different sectors, others choose our industry to be their route into a career for life.

Kailan, a Finance Apprentice at St Modwen, is a great example of the latter. All his role requires is an accountancy and taxation qualification. The rest is learning on the job, becoming exposed to real business and real opportunities to progress outside of a purely academic setting.

The spark of interest, for Kailan, came whilst studying at university. “I was asked to research the role of the supply chain, which exposed me to understanding the importance logistics has in business.”

Learning on the job has its benefits, too. “My favourite aspect? I love that every day presents me with different challenges. It means I’ve had an opportunity to gain an understanding of the industry, and to widen my knowledge and skills by not limiting it to purely accounting practices.”

A role with variety, the opportunity to progress and the chance to gain experience of real world business. Who could argue with that kind of career path?

JOB FAMILIES:

FINANCE

What is Finance?

Broadly speaking this is the measurement and management of money. It involves making sure that an organisation is in good business health, that profits and margins are sustainable, and that the whole operation is as financially lean as possible.

THE MYTH:

Finance people all work for accountancy firms.

THE FACT:

Whilst working in an accountancy firm is the most common job for someone skilled in Finance, every business in the world needs someone – more likely a department – who is passionate about financial management.

Finance roles:

Payroll Assistant: From £22,000

Payroll Assistants keep the workforce moving! Ensuring deadlines are always hit and that employees are paid accurately is the primary function of the Payroll Assistant. Although processing invoices and other administrative tasks, may also feature in some organisations. Attention to detail and time management cannot be underestimated.

Financial Manager: From £24,000

Understanding the financial landscape and legislation is key to being a good Financial Manager. Strong time management skills enable Financial Managers to meet deadlines and excellent communication and presentation skills are needed to share data regularly across the organisation.

SALES & MARKETING
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SALES & MARKETING



CASE STUDY

Elise Harris

Tender Management Support
CEVA

Growing up with a parent who worked in logistics, Elise felt she already had the base of knowledge needed to seek out her own career within the industry.

And while she appreciated the abundance of opportunity and a diverse range of roles to explore, she also saw logistics as a heavily male-dominated sector, with a strict 9-5 schedule, limited freedom and a long list of rules to follow.

Since joining CEVA, that perception has changed: "I am pleased to say that the industry is moving away from being male-dominated and is becoming much more flexible. In my role, I am free to go into the office as I please and have the opportunity to travel abroad for business, meaning no two days at work feel the same."

Embracing this flexibility has proved important to Elise. "There are plenty of opportunities to develop your career in any way you wish, and to participate in projects outside of your day-to-day role. There are so many opportunities to network around the business, which allows me to learn what other roles involve."

When it comes to encouraging others to take the leap into logistics, Elise doesn't hold back: "I would say go for it! There are plenty of roles open for all experience levels and opportunities to work your way up or to enrol on a number of different courses covering a wide range of topics, ranging from short courses of just four weeks all the way to degree apprenticeships."



CASE STUDY

Lyall Walmsley

Sales Efficiency Manager
DHL

Lyall came to logistics due to a childhood interest in aviation and planes: "That interest lends itself to air freight and logistics. So being involved in a logistics company is kind of a natural progression for me."

Whilst Lyall's key skills and characteristics may not be traditionally associated with the profession, he believes his talent for creative and critical thinking is what has led to his success in and enjoyment of the role.

"Being able to understand where things are going wrong and thinking about better ways to solve issues is a really important skill to have. I also think having curiosity is important. Logistics is an ever-changing and huge sector. Wanting to learn more and wanting to develop yourself and your skills within the industry is really important."

Lyall joined DHL as an apprentice and, while working, is gaining his degree apprenticeship in Chartered Management and Management Practice. Day-to-day, his job involves processing new business for the company and also working on sales process improvement projects to support account teams across the UK and Ireland.

"I'd say now is potentially the best time to get involved. There are so many different things on our agenda. We're looking at sustainability. We're looking at how we can digitalise our supply chains more, and there's so much forward focus energy going into logistics at the moment."

SALES & MARKETING

What is Sales and Marketing?

Logistics is no good if it can't connect with customers who need the services our sector provides. That's where Sales and Marketing comes in – the first step in that fruitful relationship. It's the shiny shop window of the industry, showing off all the fantastic things we can do today, and the services we could provide tomorrow too.

THE MYTH:

Marketing jobs are only for creative types.

THE FACT:

Creative people will certainly find their role, but many marketing roles require quantitative and analytical skills to study trends, consumer behaviours, and the numbers behind market conditions. Technical skills are also useful in marketing careers where analysing data and working with code can be important day-to-day responsibilities.

Marketing roles:

Marketing Executive: From £19,000

Promoting the business is at the heart of any Marketing team, and Marketing Executives support with cross-business relationships to develop campaigns to do just that. Commercial awareness, organisational skills and data analytics make Marketing Executive a wide-reaching role.

Account Manager: From £22,000

Building and nurturing relationships is synonymous with the role of an Account Manager. Communication – sometimes in a high pressure environment, is critical to success, as is the ability to efficiently solve problems. Adaptability, patience and positivity – that's account management!

HUMAN RESOURCES
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CASE STUDY

Alice Sherwood

HR Assistant Apprentice
Amazon

Alice has always known what she wanted from her career and applied for the apprenticeship at Amazon while she was still at school. "I had to have two A-Levels at A* to D, which I achieved, despite the difficulties of learning and studying through the COVID years."

Still new to the role, already Alice is discovering more about Amazon and where her apprenticeship as an HR Assistant might lead her as her career progresses,

"I work at a regional delivery station, but Amazon is a huge company and there are lots of opportunities. Already so far I've been to many different sites and met loads of people. There's such a big scope at an organisation like this."

On her first day, the realisation sunk in that Alice was where she should be, and where she intends to progress over many years to come.

"I think my career highlight to date has been the first day of my apprenticeship and actually realising I got it, and that I was working for Amazon. I didn't really think I'd get that so it was just the realisation and everything hitting at once."



CASE STUDY

Alex Jackson

Internal Recruitment Consultant
Stobart

In her role as Internal Recruitment Consultant at Stobart, Alex has the opportunity to work with all types of employees, from apprentices up to senior management.

The platform her work gives her is what she really values, with the ability to build amazing relationships with her colleagues.

After discovering business at A-Level, Alex was instantly hooked and fell further down the rabbit hole at university. Following graduation, she found her confidence grew and her communication techniques developed, helping her land the role she's currently in, which sees her recruiting for all office-based roles across the UK, as well as the creation of induction plans and training, and participation in recruitment fairs.

"My career highlight to date has been planning Stobart recruitment events and seeing the public come in happy and leave even happier. Knowing that all the planning and coordination all came together on the day is priceless."

And as for her plans for the future, is Alex considering logistics long term? Of course she is, because she sees space to grow and feels supported by those around her.

"I feel as though the world is my oyster, really. I would love to stay in recruitment and progress. I'm doing my CIPD Level 5 for my personal progression and the business is supporting me with that. So if you want to learn new things, definitely go for logistics."

HUMAN RESOURCES

What is HR?

HR is about both recruitment and retention, focusing on the wellbeing of the staff working in logistics organisations. In a 24/7/365 environment, the role of HR is crucial in ensuring the workplace is a positive and engaging place to be!

THE MYTH:

HR's job is mostly administrative.

THE FACT:

HR does require documentation – usually via digital systems – but bringing legislation to life and impacting positively on people is also a huge part of the job.

HR roles:

HR Advisor: Average of £31,000

A diverse role that might have elements of recruitment, employee relations, performance management and more. An HR Advisor must be organised, personable and prepared to learn.

Learning and Development Manager: Average of £40,000

A Learning and Development Manager oversees the personal and professional development of colleagues. A forward-thinking attitude and the ability to see the big picture ensures that Learning and Development Managers can support people to achieve their best.

CILT(UK) AND LOGISTICS UK

ARE PROUD TO MANAGE GENERATION LOGISTICS

ABOUT CILT(UK) AND LOGISTICS UK

The Chartered Institute of Logistics and Transport in the UK – CILT(UK) – is the leading professional body for logistics and transport professionals. With more than 12,000 members in the UK, we represent professionals involved in the movement of goods and people and their associated supply chains. Established more than 100 years ago, our members are involved in the management and design of infrastructure, systems, processes and information flows, and in the creation, management and continuous improvement of effective organisations. The work of our members adds value to people and society and directly impacts the environment, business profitability and economic growth.

Logistics UK is one of the UK's leading business groups, representing logistics businesses which are vital to keeping the UK trading, and more than seven million people directly employed in the making, selling and moving of goods. With COVID-19, the exit from the European Union, new technology and other disruptive forces driving change in the way goods move across borders and through the supply chain, logistics has never been more important to UK PLC. Logistics UK supports, shapes and stands up for safe and efficient logistics, and is the only business group which represents the whole industry, with members from the road, rail, sea and air industries, as well as the buyers of freight services such as retailers and manufacturers whose businesses depend on the efficient movement of goods.

For more information about Generation Logistics, or to request engagement from the Generation Logistics Ambassador Network, please contact:
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